CAL-Card PROGRAM INFORMATION AND SUPPORT SERVICES

Helpful CAL-Card Websites:

Web address	Description
www.pd.dgs.ca.gov Click Delegations	**Delegation Authority Guidelines:** The CAL-Card is a payment mechanism for state acquisitions under Delegation Purchasing Authority. CAL-Card transactions must follow Delegation Guidelines. Noncompliance can affect purchasing authority.
www.ols.dgs.ca.gov Click Contract Manual	**State Contracting Manual:** The CAL-Card is a payment mechanism for state contracts under the policies, procedures, guidelines and statutory requirements as provided within the State Contracting Manual.
www.pd.dgs.ca.gov/calcard	**CAL-Card Training Video:** The CAL-Card Program Training Video is available to view online or by request on a videocassette. The video provides an overview of the CAL-Card Program per the terms of the Master Service Agreement. **Training Schedules: "FREE"** training sessions for the CAL-Card Program, Accounting and C.A.R.E. Program are conducted in Sacramento and throughout the state. Schedules and registration forms are available online or by request. **Quarterly User Group Meetings:** User Group meetings are conducted on a quarterly basis in Sacramento, San Diego and the greater Los Angeles area. The agenda, dates and locations are posted on the CAL-Card website. **CAL-Card Guidebooks:** Boilerplate guidebooks for the Agency Program Coordinator, Approving Official, Cardholder and Accounting Officer are available online or upon request in hardcopy. **Contact Information:** A list of contact information and roles and responsibilities for the PD, CAL-Card Unit, and U.S. Bank, support staff. **Program and Account Maintenance Forms:** Available online, in a fill and print format. (CSQI, NIA, Approving Official Set Up & Update and Cardholder Set Up & Update)
https://care.usbank.com	**C.A.R.E.:** Customer Automation and Reporting Environment (CA.R.E.) authorized web based technology providing reporting, program management, communication, data and expense management capabilities. It allows the Agency Program Coordinator to add cards, delete cards, change dollar limits and Merchant Activity Codes on line "real time". Cardholder statements may be downloaded the day after cycle date; the approving official summary and monthly invoice are sent to the agency within three business days via an electronic file transfer.
https://wbt.care.usbank.com	**C.A.R.E. Web-based Training:** Online training program for the CAL-Card Program automated solution, C.A.R.E. Contact U.S. Bank, National Account Manager for password and id access information.

Helpful CAL-Card Support Services:

Contact the CAL-Card Unit for the following information and support:
Review Procedures: The CAL-Card Unit will assist in reviewing your agency's CAL-Card procedures to ensure compliance to the terms of the CAL-Card Master Service Agreement.
Train the Trainer: The CAL-Card Unit provides CAL-Card Program "Train the Trainer" services to help you develop your CAL-Card training programs.
Questions/Concerns: The CAL-Card Unit acts as your "Contract Coordinator." We are available to answer questions and act as a liaison between U.S. Bank and your agency to resolve issues.
Quarterly Mailings: Mailings are sent to Agency Program Coordinators and Billing Officers to provide current training schedules, CAL-Card program updates and announcements for Quarter User Group meetings and agenda.
CAL-Card Participant List: Available on diskette, provides networking contact information for all participating agencies.
Training Presentations on CD: PowerPoint presentations of all CAL-Card trainings are available on CD to assist agencies in developing internal training. Contact the CAL-Card unit and request to receive one or both of these CDs: CD #1 – CAL-Card Program and Accounting Training CD #2 – Agency Program Coordinator "Basics" Training / Agency Program Coordinator "Advanced" Training / C.A.R.E. Overview